

## E-Mail ALPERSRU J/02

### Subj: SUPPORTING CGHRMS SELF-SERVICE

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#### Introduction

Area Commanders, with the Maintenance & Logistics Commands as their designated leads, are beginning the process of building implementation plans to deploy pay and personnel service to lower levels of our Coast Guard. The actual movement of the positions will not happen until next assignment season (summer of 2003). This means many of the PERSRU yeoman positions will be moved to field units. Instead of coordinating with a point of contact at one of the units you service, you will probably be talking directly with someone that needs your help. Moving pay and personnel support to lower levels does not mean that the yeoman rate will decrease significantly in numbers. With the Coast Guard increasing in size, expect the number of yeoman positions to increase in some proportion to the over-all increase in the size of the Coast Guard. We are not alone in our effort to implement a commercial off-the-shelf product. All of the Department of Defense -- all the services -- are starting this journey. DoD has purchased PeopleSoft and is modeling their effort after the Coast Guard's.

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#### Successful Deployment of Self-Service Applications

Self-service is a key component to CGHRMS deployment. The transactions that are in place or planned for members self-service include:

- Direct deposit changes
- Reserve annual screening
- State and federal tax withholding changes
- Saving bonds and some optional allotments
- Address/phone/email changes
- Emergency contracts
- Language skills reporting

A second group of self-service actions, that a member can start, but require some approval at the unit level are:

- e-Resume
- Leave request
- Reserve IDT scheduling

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#### Successful Deployment of Self-Service Applications (cont'd)

These are fairly easy things for members to change, but many of our personnel may need your assistance in the beginning. Our YNs are our HR experts and are the only ones equipped to help us export the self-service functions out of the PERSRUs and into the hands of individual servicemembers.

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#### PERSRU Functions That Can be Moved to the Unit Level Now

Inputting member competencies can be categorized as a command self-service function. Competencies include the recording of training, education, competency-codes (quals), awards and medals. Although this function has been done by the PERSRU for 20 years, the information has always come from a command representative. After a period of learning it is probably just as easy for the command representative to enter the information himself or herself. If your units are willing to take on this role, I encourage you to develop a simple agreement, which documents the transfer of responsibility. A template for creating such an agreement; a *Memorandum of Understanding*, is part of the [CGHRMS User Access Form \(CG HRSIC-7421/2\)](#).

You may find that a command, for resource and operational reasons, is not willing to take on this role. At this point it is the command's choice to participate or not to participate. Command self-service is the future and this will eventually be the case at every MSO, Group, AIRSTA and above. It may be that command self-service is possible below this level of the organization.

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#### Summary

We are counting on you, as the Coast Guard's HR experts, to foster the use of self-service at the command and member level. Self-service by members and commands is not mandatory, but is highly encouraged as RADM AMES, the Assistant Commandant for Human Resources has pointed out in two recent ALCOASTs. Self-Service is a fundamental change in the way we deal with our members and commands in making these important payroll and personnel changes. It's difficult to change from our current process to self-service. The success of self-service depends on everyone from our most senior leaders to every member and, most especially each one of you in the PERSRUs, and yeomen in administrative positions everywhere.

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**Summary  
(cont'd)**

I encourage you to learn these self-service applications and to help our members use them. It may take a few extra minutes of your time to help the member or command representative and walk them through the change, but it will benefit you in the future. This is especially the case as we begin the close out of PERSRUs in summer 2003 and move yeoman to other units to provide personnel and payroll support.

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**Training,  
Guides and  
Tutorials**

We have been offering training as we incrementally field CGHRMS. If your PERSRU wants this training, have the PERSRU Chief contact YNCM Ken Weir at (202) 267-2977 and we will arrange onsite training for you. Outlying units should be invited to attend the training as well.

Quick reference guides and online tutorials for the self-service applications, including the e-resume and e-interview, are accessible from the [training page of the CGHRMS online help](#).

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**Questions**

Questions about establishing access for users at field units and use of CGHRMS may be directed to the [CGHRMS Help Desk](#) at (785) 339-3540.

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**PERSRU  
Action**

Please ensure widest distribution of this ALPERSRU to units in your area of responsibility.

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**Released by**

/s/  
DAVID SWATLOSKI  
Chief, Office of HR Information Resource  
Management (G-WRI)